

PART I	DEPARTMENT OF PERSONNEL SERVICES	1.011
	STATE OF HAWAII	1.012
.		1.013
		1.014

Class Specification
for the:

CLERICAL SUPERVISOR SERIES

Series Definition:

This series includes all classes of positions which exercise technical and administrative supervisory functions over a group of at least four, full-time equivalent, subordinates in the performance of general clerical duties. A position in this series carries out supervisory functions more than half of the work time.

The subordinates of positions in this series are engaged in basic clerical work in the orderly processing and maintenance of the communications and records, supplies and materials, of one or more offices or other entities. In addition, subordinates may operate a typewriter and/or take and transcribe shorthand dictation as substantial work assignments. However, while typing and stenographic skills involving a definite standard of proficiency may be required of subordinates, the overriding requirement of positions in the Clerical Supervisor series is knowledge and ability to carry out such supervisory functions as assigning, directing, evaluating and controlling the work of others. Should typing and stenographic skills be required of a position in this series due to management determination, selective certification to staff such a position will be in order.

Supervisory functions of at least the following kind and degree are involved:

- A. Work Planning and Organization -- Responsible for maintaining flow and quality of work performed by subordinates to assure timely accomplishment of assigned workload. Incumbent keeps in touch with the status and progress of work and makes day-to-day adjustments in accordance with established priorities, obtaining assistance from a higher-level supervisor as necessary relative to production requirements, coordination or other operational problems. Estimates work completion time,

maintains records of work accomplishment and time expended, and estimates production capability and manpower needs.

- B. Work Assignment and Review -- Responsible for assigning and distributing work to subordinates, generally by following an established work flow, but also requiring the balancing of workload of subordinates. Incumbent instructs subordinates in work tasks and job techniques, answers questions regarding the work and provides necessary written instructions and reference materials. Responsible for the drafting and/or review of documentation of subordinates' work description. Responsible for attendance and for seeing that subordinates perform a satisfactory amount and quality of work. Incumbent has the authority to review and accept, amend, or reject completed work of subordinates on the basis of established standards, but the more difficult questions, or matters of quality not covered by standards, may be referred to the next higher supervisor.
- C. Personnel Functions -- Responsible for recommending the hiring of given persons to staff subordinate positions. Authorized to approve and/or recommend leaves and leave schedules for subordinates. Responsible for orienting new subordinates and seeing to working and seating arrangements, available supplies and equipment, etc. Incumbent informs subordinates of available services and welfare activities. Incumbent receives complaints of subordinates and resolves them or makes proper referral for assistance or decision at a higher level. Incumbent is responsible for reporting on the performance, progress and training needs of subordinates and on disciplinary problems, and recommends appropriate action in addition to providing on-the-job training. Incumbent makes recommendations for promotions, reassignments, and recognition of subordinates work performance.

Levels in this series are distinguished on the basis of overall level of work supervised, and whether or not a subordinate level of supervision is required due to the scope and volume of work for which a position has overall accountability. Definition of the overall level of work supervised is as expressed in the appropriate worker level specifications. Inherent in the two foregoing factors are such

elements as nature of available guidelines for performance of work, judgment and resourcefulness, and pressure of work. Types of positions are described for the different levels in this series, and any types not so described are to be evaluated in terms of those benchmarks and the component factors.

This series replaces the following classes: Supervising Clerk I (1.017), approved on November 11, 1970; Supervising Clerk II (1.018), approved on November 11, 1970; Supervising Stenographer (1.062), approved on February 7, 1963; and Stenographic Pool Supervisor (1.065), approved on January 16, 1956.

DATE APPROVED: 11/26/74

JAMES H. TAKUSHI
Director of Personnel Services

CLERICAL SUPERVISOR I

1.011

Duties Summary:

Serves as immediate and overall supervisor of a group of subordinates in the performance of moderately complex clerical work or serves as immediate supervisor in assisting a higher-level Clerical Supervisor by supervising one of two or more groups of subordinates in the performance of complex clerical work; and performs other duties as required.

Distinguishing Characteristics:

This class consists of two types of positions:

1. A Clerical Supervisor with overall responsibility for the work of a group of subordinates which performs standard clerical routines characterized by some degree of variableness as to method of performance and possible regular and recurring contact with the public. Clerical routines performed by subordinates include the maintenance of assigned files, records or work areas; the preparation of simple reports; conduct of physical inventory for various offices or operations annually or

more often, and the making of duplicate copies of typewritten materials by means of one or more duplicating machines. Subordinates may, as substantial work assignments, operate automobiles or similar motorized conveyances in the performance of messenger duties.

2. A Clerical Supervisor serving as immediate supervisor of a group of subordinates which perform a variety of complex clerical work and/or in carrying out the varied clerical work of a unit dealing continually with the public, such as in receiving and processing applications, licenses, registrations or other materials, in assisting a higher-level Clerical Supervisor having overall responsibility for the work of two or more groups of subordinates.

Examples of Duties:

Plans, lays out, assigns, coordinates and reviews the work of a group of clerical subordinates; assumes technical responsibility for, and performs clerical work of subordinates on occasion; conducts studies and revises or recommends revisions to clerical work flow, policies, procedures, etc.; develops and revises or recommends revisions to forms, form letters, etc.; evaluates the work of subordinates; establishes or recommends establishing quantitative and qualitative standards of performance; participates in meetings with representatives of other units or organizations to work out problems and changes to achieve necessary coordination; carries out or supervises various housekeeping functions of the unit supervised; conducts staff meetings, as required; confers with subordinate employees in the preparation of vacation schedules and recommends or approves same; selects or recommends hiring of new employees and conducts orientation; participates in in-service training of subordinates; recommends promotions, reassignments and other status changes of assigned subordinates; confers with subordinates on matters of morale, working conditions, etc.; develops morale and motivation activities and projects; plans and coordinates the work of distinct functional units to efficiently and effectively achieve the unit objectives; handles complaints and explains applicable laws, rules and regulations; maintains records of work activities and prepares correspondence and reports.

Knowledge and Abilities Required:

Knowledge of: Principles and practices of supervision; spelling; arithmetic; filing and other general office work.

Ability to: Plan, layout, assign, coordinate, schedule, review and direct the work of others; understand general program operations and relate clerical operations to other program functions; schedule and organize the clerical work of a unit; interpret and apply rules, regulations, policies and procedures governing operations; maintain various office records; deal tactfully with the public and others; effectively handle emergency and workload problems; prepare various reports and correspondence; for some positions, operate and maintain various office appliances and equipment, and/or operate an automobile.

CLERICAL SUPERVISOR II

1.012

Duties Summary:

Serves as overall supervisor of two or more groups of subordinates in the performance of moderately complex clerical work, requiring the assistance of one or more subordinate supervisors, or serves as immediate and overall supervisor of a group of subordinates in the performance of complex clerical work, or serves as immediate supervisor in assisting a higher-level Clerical Supervisor by supervising one of two or more groups of subordinates in the performance of highly complex clerical work; and performs other duties as required.

Distinguishing Characteristics:

This class consists of three types of positions:

1. A Clerical Supervisor with overall responsibility for two or more groups of subordinates which perform standard clerical routines characterized by some degree of variableness as to method of performance and possible regular and recurring contact with the public, requiring the assistance of one or more full or working subordinate supervisors. Clerical routines performed by worker-level subordinates include the maintenance of assigned files, records or work areas; the preparation of

various simple reports; conduct of physical inventory for various offices or operations annually or more often, and the making of duplicate copies of typewritten materials by means of one or more duplicating machines. Worker-level subordinates may, as substantial work assignments, operate automobiles or similar motorized conveyances in the performance of messenger duties.

2. A Clerical Supervisor with overall responsibility for the work of a group of subordinates which perform a variety of complex clerical work and/or in carrying out the varied clerical work of a unit dealing with the public, such as in receiving and processing applications, licenses, registrations or other materials.

3. A Clerical Supervisor serving as immediate supervisor of a group of subordinates, which include performance of a wide range of clerical functions where some originating and planning of work are called for, problems are often not covered by standard instructions or established techniques, and there is also frequent requirement for intense work activity, in assisting a higher-level Clerical Supervisor having overall responsibility for the work of two or more groups of subordinates.

Examples of Duties:

Plans, lays out, assigns, coordinates, schedules, directs and reviews the work of a group of subordinates or the work of subordinate clerical units; conducts studies and revises or recommends revisions to clerical work flow, policies, forms, etc.; evaluates and/or reviews the evaluation of the work of subordinates; establishes or recommends establishing quantitative and qualitative standards of performance; assesses the overall adequacy of work production, and devises methods, techniques and other means for improvement; participates in meetings with representatives of other units or organizations to work out problems and changes, and to achieve necessary coordination; carries out or supervises various housekeeping functions; recommends or reviews and approves vacation schedules; recommends personnel transactions; handles employee grievances and recommends action; confers with subordinates on matters of morale, working conditions, etc.; develops morale and

motivation activities and projects; maintains various operational records and prepares relevant reports; may perform or supervise various secretarial-type services; may perform the skilled taking and transcribing of shorthand dictation and/or skilled typing, as required.

Knowledge and Abilities Required:

Knowledge of: Principles and practices of supervision; office practices and procedures; Business English; spelling; arithmetic.

Ability to: Plan, layout, assign, coordinate, schedule, direct and review the work of others; understand program operations and details, and relate clerical operations to other program functions; interpret and apply rules, regulations, policies and procedures governing operations; deal tactfully with the public and others; effectively handle emergency and workload problems; prepare various reports and correspondence; for some positions, supervise more than one group of clerical workers through a subordinate level of supervision; for some positions, type accurately at an acceptable rate of speed, or type and take and transcribe shorthand dictation accurately at acceptable rates of speed; for some positions, operate and maintain various office appliances and equipment, and/or operate an automobile.

CLERICAL SUPERVISOR III

1.013

Duties Summary:

Serves as overall supervisor of two or more groups of subordinates in the performance of complex clerical work requiring the assistance of one or more subordinate supervisors, or serves as immediate and overall supervisor of a group of subordinates in the performance of highly complex clerical work; and performs other duties as required.

Distinguishing Characteristics:

This class consists of two types of positions:

1. A Clerical Supervisor with overall responsibility for two or more groups of subordinates which perform a variety of complex clerical work and/or in carrying out the varied clerical work of a unit dealing with the public, such as in receiving and processing applications, licenses, registrations or other materials, requiring the assistance of one or more full or working subordinate supervisors.

2. A Clerical Supervisor with overall responsibility for the work of a group of subordinates which includes performance of a wide range of clerical functions where some originating and planning of work are called for, problems are often not covered by standard instructions or established techniques, and there is also frequent requirement for intense work activity.

Examples of Duties:

Plans, lays out, assigns, coordinates, schedules, directs and reviews the work of a group of subordinates or the work of subordinate clerical units; conducts work flow studies and revises or recommends revision of workflow and related policies, forms, etc.; evaluates and/or reviews the evaluation of the work of subordinates; establishes or recommends establishing quantitative and qualitative performance standards; assesses the overall adequacy of work production, and devises methods, techniques and other means for improvement; conducts or participates in meetings with representatives of other units or organizations to work out problems or changes, and to achieve necessary coordination; carries out or supervises various housekeeping functions; recommends or reviews and approves vacation schedules; recommends personnel transactions; handles employee grievances and recommends action; confers with subordinates on matters of morale, working conditions, etc.; develops morale and motivation activities and projects; maintains various operational records and prepares relevant reports; may perform or supervise various secretarial-type services; may perform the skilled taking and transcribing of shorthand dictation and/or skilled typing, as required.

Knowledge and Abilities Required:

Knowledge of: Principles and practices of supervision, including work organization and control; office practices and

procedures; Business English; spelling; arithmetic.

Ability to: Plan, lay out, assign, coordinate, schedule, direct and review the work of others; understand program operations and details and relate clerical operations to other program functions; interpret and apply rules, regulations, policies and procedures governing operations; deal tactfully with the public and others; effectively handle emergency and workload problems; prepare various reports and correspondence; for some positions, supervise more than one group clerical subordinates through a subordinate level of supervision; for some positions, type accurately at an acceptable rate of speed, or accurately type and take and transcribe shorthand dictation at acceptable rates of speed; for some positions, operate and maintain various office appliances and equipment, and/or operate an automobile

CLERICAL SUPERVISOR IV

1.014

Duties Summary:

Serves as overall supervisor of two or more groups of subordinates in the performance of highly complex clerical work requiring the assistance of one or more subordinate supervisors; and performs other duties as required.

Distinguishing Characteristics:

This class is characterized by overall responsibility for two or more groups of subordinates which include performance of a wide range of clerical functions where some originating and planning of work are called for, problems are often not covered by standard instructions or established techniques, and there is also frequent requirement for intense work activity, requiring the assistance of one or more full or working subordinate supervisors.

Examples of Duties:

Plans, lays out, coordinates and evaluates the work of subordinate clerical units; conducts overall studies of clerical workflow, policies, procedures, etc.; establishes quantitative

and qualitative standards of performance; assesses the overall adequacy of work production, and devises methods, techniques or other means for improvement; participates in meetings with representatives of other units or organizations to work out problems and changes, and to achieve necessary coordination; supervises various housekeeping functions; approves vacation schedules and personnel transactions; handles employee grievances and takes appropriate actions; confers with staff on matters of morale, working conditions and other matters, and develops appropriate projects and activities; prepares various operational reports; may direct various secretarial-type services; may be required to type, or type and take and transcribe shorthand dictation of various materials.

Knowledge and Abilities Required:

Knowledge of: Principles and practices of supervision, including work organization and control; office practices and procedures; Business English; spelling; arithmetic.

Ability to: Plan, layout, assign, coordinate, direct and review the work of others; understand program operations and details, and relate clerical operations to other program functions; interpret and apply rules, regulations, policies and procedures governing operations; deal tactfully with the public and others; effectively handle emergency and workload problems; prepare various reports and correspondence; supervise two or more groups of clerical workers through a subordinate level of supervision; for some positions, type accurately at an acceptable rate of speed, or accurately type and take and transcribe shorthand dictation at acceptable rates of speed; for some positions, operate and maintain various office appliances and equipment, and/or operate an automobile.